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Outbound Contact Deployment Guide

Configuring Dialogic Boards

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 - **1.1 Frequently Used Configurations**

Outbound Contact Configuration Wizard puts the information about installed Dialogic boards and resources in CME. You can use Genesys Administrator to change the configurations, as needed. See [Dialogic Board Configuration Structure](#).

Frequently Used Configurations

The following table lists frequently used configurations for Dialogic boards. The driver names are provided for a single board configuration. For multiple boards, the corresponding board numbers must be sequentially numbered.

Dialogic Board Configurations

Board	Type	Configuration
D/160JCT-LS	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/41JCT	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/480SC-2T1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	24 channels (23 if) on each board (dtiBxT1...dtiBxT24)
	Voice Virtual Board	12 voice boards (dxxxB1...dxxxB12)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/300JCT-2E1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	30 channels on each (dtiBxT1...dtiBxT30)
	Voice Virtual Board	8 voice boards (dxxxB1...dxxxB8)
	Voice Virtual Device	4 channels on boards 1 to 7, 2 channels on board 8
DM/V300	DM3 board with CPD functionality	30 channels
DM/V600-2E1	DM3 board with CPD functionality	60 channels
DM/V600BTEPEQ	DM3 board with CPD functionality	60 channels
DM/V600BTEPW	DM3 board with CPD functionality	60 channels

DM/V960-4T1	DM3 board with CPD functionality	96 channels
DM/V1200-4E1	DM3 board with CPD functionality	120 channels
DM/V1200BTEPEQ	DM3 board with CPD functionality	120 channels
DM/V1200TEPW	DM3 board with CPD functionality	120 channels

Suggested DM/V Dialogic Board Configuration

When configuring a DM/V-type board, configure the Dialogic channels similar to the way in which you configure any CPD Server that is operating in Transfer mode and that interfaces with a lineside T1/E1. The following two sections provide more information about configuring specific models of this board type.

Note:

The **line-type** option must contain a value of **line-side-dm3**.

Configuring the DMV480A-2T1 Board

Start If you are using a DMV480A-2T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:
Board 0 fcdfile ml2_dsa_cas.fcd pcdfile ml2_dsa_cas.pcd variant pdk_sw_el_ntmd_io.cdp
2. Move this file to `C:\Program Files\Dialogic\cfg`.
3. Open a command prompt and type in the following path:
`C:\Program Files\Dialogic\bin`
4. Execute the following command:
`PDKManagerRegSetup add`
You should receive the following message:
`PDKManager key insertion succeeded.`
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select **Configure device**.
7. On the **Misc** tab, select:
 - `ml2_dsa_cas.fcd` as the FCD file.
 - `ml2_dsa_cas.pcd` as the PCD file.
8. Restart the Dialogic System Service.
9. Start CPD Server.

Note:

If you are using a DMV960A-4T1 board, replace `ml2_dsa_cas` with `ml2_qsa_cas`.

End

Configuring DMV480-4T1 Board

Start If you are using a DMV480-4T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:
`Board 0 fcdfile ml1_4x2_cas.fcd pcdfile ml1_4x2_cas.pcd variant pdk_sw_e1_ntmd_io.cdp`
2. Move this file to `C:\Program Files\Dialogic\cfg`
3. Open a command prompt and type in the following path:
`C:\Program Files\Dialogic\bin`
4. Execute the following command:
`PDKManagerRegSetup add`
You should receive the following message:
`PDKManager key insertion succeeded.`
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select `Configure device`.
7. On the `Misc` tab, select:
 - `ml1_4x2_cas.fcd` as the FCD file.
 - `ml1_4x2_cas.pcd` as the PCD file.
8. Restart the Dialogic System Service.
9. Start CPD Server.

End